

Courier

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Three services employees love and depend on

Printing Services

Since Johann Gutenberg invented the printing press and faced a growing number of customers, printing has been an important way of communicating. In Fairfax County government, there is a much better solution for customers' printing requirements. Located in Suite 143 of the Government Center, the Printing Services Branch is a one-stop shopping location for county printing jobs, according to **Michael Gatti**, manager.

"A customer can come in with a job ready to print or our staff can help them determine the print requirements," said Gatti, a veteran of more than 29 years in the printing industry. "We are a service-

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Mail Services

Did you know Fairfax County runs its own postal facility? Of course you did, since your office gets its daily distribution of internal and external mail.

The Mail Services Branch, located in Suite 139 of the Government Center, picks up and delivers all interoffice mail from agencies and offices throughout the county. Regular postal mail is also delivered as well. Anyone stopping by the mail room before 9 a.m. will see a hub of activity as the distribution is prepared for county deliveries.

In addition to regular interoffice distributions, the mail room handles

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Food Services

Keeping the county workforce fed is a big project! With more than 11,000 employees working in approximately 18 locations across the county, providing fresh food and vending services can be quite a challenge.

The Fairfax County food services operation is maintained by the Facilities Management Division. The goal is to provide various levels of food service to as many county employees as is feasible, according to **Elyce Rollins**, who has managed the FMD program for 14 years. "We try to ensure there is some level of food service available to most employees, from hot meals to vending machines," said Rollins.

The county food service is run on a contract basis. "The county has several contractors who provide food services ranging from the full dining facility in the Government Center to vending machines in smaller office areas across the county," said Rollins.

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Print Services, from page 1

oriented organization that will help our customers get their jobs done the best way possible."

Eight years ago, the county printing capabilities were consolidated for efficiency and cost-savings, merging county and school operations into the current Printing Services Branch, a part of the Department of Cable Communications and Consumer Affairs. Consequently, the Fairfax County Public School system remains one of the largest of the print shop customers.

The print shop operates two shifts, employing 18 people with print experience from two to more than 30 years who provide a solid knowledge of printing. The shop logs an average of 8,000 jobs a year, a considerable workload for a moderately-sized facility anywhere. And the demand for printing is going up, according to Gatti. "We estimate our rates are up to 30 percent lower than the private sector which results in a savings to agencies and tax payers," he said. The print shop basically recovers costs and is not a revenue-generating operation.

The Printing Services Branch offers several ways of meeting printing requirements. Several large digital copiers and high-volume off-set presses are the mainline solutions. The digital copiers are most effective for smaller quantities or special print requirements, such as legal documents, school manuals, bro-

chures and flyers. Often, jobs suitable for the digital copiers can be completed in a day.

For larger runs, the print

shop has full off-set press capability. Photographs and graphics reproduce best on an



Ebie Hamrick, Meresie Gebremeskel and Anita Vines.

off-set press. Off-set printing depends on quantity, job complexity, film output, paper availability and finishing requirements. Unique tasks, such as film production, binding or die-cutting, are sent out to commercial vendors.

A customer's print job is first reviewed by **Ebie Hamrick, Meresie Gebremeskel** or **Anita Vines**, who also can advise on printing questions. "Sometimes, a customer comes in with a printing requirement but no idea how to proceed. We can help them refine their design, select the paper, choose the inks, determine the quantities and select the most efficient printing process," said Hamrick, usually one of the first persons a customer meets.

A printing job will take from one day to two weeks to complete, depending on its complexity. "Good planning and adequate lead time are important for any good printing job," said Hamrick. "If we can't do the job in-house, we can help find a private vendor who can do the job." Gatti's long range plans include bringing new technologies into the Printing Services Branch to offer better service to customers.

Gatti presents seminars on the printing process and tips on how customers can save time and money on their print jobs. County customers can arrange a presentation by contacting him at 703-324-2534, TTY 711 or Michael.Gatti@fairfaxcounty.gov.

As Ben Franklin, a printer himself, once said, "Time is money." So is printing. The county print shop will help you get the best deal on both time and money. ■

**"We help our customers, who are county employees, determine the most cost-effective solution for their printing requirements."
- Mike Gatti, manager**



Mike Gatti and some of the staff of Printing Services.

Mail Services, from page 1

mail and packages coming from and going to commercial systems, such as the U.S. Postal Service and UPS. Certified mail and mail requiring special handling is processed as well. "The Mail Services Branch is almost a full service post office," said **Tisha (Pat) Burton**, manager of the Mail Services Branch, a part of the Department of Cable Communications and Consumer Protection. She pointed out that employees can drop off their own personal letters to be mailed, a popular service during the holiday season. "Just make sure you have postage on your letters," she said.

There are five main routes to deliver and pick up mail. These routes cover north, south and central county areas, Reston and the judicial courts area, including the Massey Building. The schedules also ensure each county supervisor's office receives its delivery before 1 p.m. each day.

Mail picked up at the same time as delivered is sorted back in the mail room in the afternoon. "Most interoffice mail delivery is made within a 24 hour period," said Burton, noting that there are times when special runs to specific locations are made. "Our team does a good job," she said. The Mail Services Branch has a staff of 18.

Mail is sorted for more than 230 government office locations. Mail sent to the school system is delivered to a central location for further dispersing. This translates to almost 18 million pieces of mail annually that passes through the mail room. The county spends more than \$2.5 million each year in postage. "Thank goodness for automated mailing equipment," said Burton, who pointed out that almost 80 percent of the outgoing mail is sent at discounted postage rates.

Using special rates for bulk mail can be a huge cost-saver but such a mailing does require planning. "Bulk mailing can be a complex procedure and does require careful planning," Burton said, "but the savings can be significant." Mail Services will work with agencies to select the best mailing process.

Sending out a large mailing takes time and coordination. Burton is quick to emphasize the

service nature of her branch, indicating that she and her staff are always glad to consult with agencies on their mailing plans to ensure mailed items get to their destination when planned. Things as simple as adequate lead time or regular sized mailed pieces can save postage dollars and time.

Burton said that Mail Services' largest customer is the Department of Tax Administration, with more than 4.5 million pieces to be mailed each year. The tax forms and other tax-related correspondence must be mailed to arrive at a specific time.

What are some of the biggest challenges Mail Services faces? In one word: traffic! "Our delivery teams must always be alert to traffic problems. One traffic tie-up can delay an expected mail delivery," Burton said. She also pointed out that poorly addressed mail can also be a problem. Agencies can help improve mail distribution by using the brown envelopes with proper routing addresses for interoffice mail. This helps ensure interoffice mail doesn't get mixed with outgoing mail requiring postage.

Anyone with questions about the mailing process or who would like to talk about postage options should contact Burton at 703-324-2976, TTY 711.

The money you save in postage won't be the only reason you will be smiling – your mail will arrive on time! ■



Pat Burton (l) manager, Mail Services Branch, and Bill Flemming, assistant manager, check returned items.



Mail Services staff is ready to serve you.

Food Services, from page 3

Contracts are negotiated for three-year terms with options for additional three year terms, although she pointed out that longer term contracts are being considered to ensure



Elyce Rollins (c) gets served by Bau Tran (l) and Frank Dauphin, Guest Services manager of the Government Center cafeteria.

consistency in service and maintain cost effectiveness. Contracts can be terminated for failing to provide adequate service. "We have some good vendors who try hard to provide good service," she said.

Rollins spends most of each morning visiting county sites where food service or vending machines are available. "I want to find out any problems our employees have with food service or vending machines and help the food service contractors meet the needs of our employees," she said. The largest food service facility is in the Government Center where several hundred meals are served daily. Other limited service facilities with either hot or deli service are located in the Herrity Building and the Jennings Judicial Building which serves the courts as well as the offices in the Massey Building. Vending machines are located in office areas throughout the

county. "The vendor does a good job of keeping supplies fresh in the machines. I do periodic checks of all locations, but I do appreciate feedback from employees when something is wrong – or good, for that matter," she said.

What is the main complaint from employees about food services? "Price and quality of food are the main complaints I hear," Rollins said. Then she laughed and said she also received compliments on...price and quality of food!

Rollins pointed out that all food service operations are self-supporting. "The county does not subsidize food service other than providing facilities," she said.

What does the future hold for food service operations? "Our vendors are exploring ways to provide more healthy menu choices, such as low-carb items," said Rollins. "We are always looking for ways to improve the service and food selections to meet the desires of county employees. With a customer base this large that has so many locations and specific contract requirements, I think our providers do a good job," said Rollins.

If you have any questions or comments about food service operations for Fairfax County government, please contact Elyce Rollins, FMD, 703-324-3272, TTY 711, e-mail elyce.rollins@fairfaxcounty.gov. Providing as good a service as possible is the continuing objective of the county food service program. ■



Sarina Colque (l) and Angel Sandovel, manager of Elie's Deli in the Herrity Building, are ready to serve.

Getting ready for the Fairfax County Combined Charitable Campaign (FCCCC)

October will again be the month for the annual Fairfax County Combined Charitable Campaign. Each year, employees are asked to contribute to the campaign as a way of supporting many charitable organizations in the area. Many choose to participate and take advantage of the multiple options for making their contributions. Some give to their favorite nonprofits while others make an undesignated gift to help the most in need.

So, what happens to undesignated gifts?

Margaret Savage, Department of Human Resources, is serving as Fairfax County employee coordinator for FCCCC. She says local volunteers review community needs, then read and fund grant requests from local

nonprofits that are serving our most needed residents. This year, Fairfax County's own **Marvis Marshall**, Department of Purchasing and Supply Management, helped evaluate grants for funding.

In 2003, money was allocated to 38 programs at 29 nonprofits serving Fairfax County. "We want you to know that your dollars are making a real difference in the lives of others – and that United Way is making sure that your contributions are well spent," said Savage. "The more you give the more that can be accomplished."

Plan to participate in the FCCCC. Watch for more information about the 2004 Combined Charitable Campaign. ■

***October
is the time for the
Fairfax County
Combined
Charitable
Campaign.***

Life and disability deductions change

Employees with the optional group term life insurance will see a change in their payroll deductions beginning with the Sept. 3 paycheck today.

Group term life coverage is updated to reflect salary and age, if applicable, as of Sept. 1. The county pays the premium for basic coverage (one times salary, rounded to the next higher \$1,000). Employees pay the premium for optional coverage (one or two times salary, rounded to the next higher \$1,000). Premium changes can occur for one of the following reasons:

- ♦ Change in coverage amount due to an increase or decrease in salary.
- ♦ A change in the premium rate due to an employee moving to the next age band.

- ♦ A reduction in coverage due to the employee reaching 65 or older.

Employees who have reached their 65th or 70th birthday will have their coverage reduced to 65 percent or 30 percent, respectively. Premiums will be lowered, consistent with lower coverage.

Long-term disability coverage is also updated Sept. 1. Employees enrolled in this plan may see a change in their payroll deductions due to:

- ♦ A change in salary moving them to a different salary bracket, and/or
- ♦ A change in age moving them to the next age band.

Call Employee Benefits at 703-324-4917, TTY 703-222-7314 if you have questions about coverage amounts or deductions. ■

County employees' pollworkers program continues

County employees can again receive administrative leave for serving as pollworkers in the November general election. This program offers both a unique learning experience and a community service opportunity to county personnel, while alleviating the critical shortage of pollworkers on Election Day. In addition to receiving administrative leave, county employees will also receive the standard pollworker stipend. All applicants must be registered to vote in Virginia and must receive the approval of their supervisors prior to serving.

Training classes are scheduled in October and can be seen on the county Web site at www.fairfaxcounty.gov/eb. The Electoral Board encourages all employees to participate in this important election process.

Employee focus

Hot wheels in our midst

Mary Casciotti and wheels.



Know someone who has an interesting background? Let the Courier editor know.

Easy Rider, look out! Who would have thought that **Mary Casciotti**, assistant county debt manager in the Department of Management and Budget, was a motorcycle enthusiast with her own set of wheels? "I got involved in motorcycles with my husband," said Casciotti. "I got tired of riding on the back of his machine and decided to get my own." Casciotti, who has a full motorcycle outfit, now joins her husband on weekend rides in the local area. Oh, yes, she is very careful and has never had an accident. She was the only person to successfully complete her training class.

Casciotti also pointed out with a bit of humor that she is an "award-winning golfer," once receiving recognition for coming closest to the pin. "It may have been a mistake," she said, adding that her golfing strengths may be in organizing and administering games and tournaments. She also has a collection of more than 1,600 political buttons, mainly from the '50s and '60s. "The Truman and Barkley button is truly a collector's item," she said. She and her husband enjoy ballroom dancing, participating in every kind of dance at the Arlington Dance Factory.

With all of her hobbies and extracurricular activities, Casciotti's passion is working with the Willow Springs

Elementary School, the school "adopted" by DMB. "It's very rewarding to join with my fellow workers to help the school. We have provided support that helps the children improve their performance and become aware of career possibilities." ■

Payroll Division Open House for National Payroll Week

Sept. 6 – 10 is National Payroll Week!

To help county workers understand more about their pay, payroll withholding and other payroll-driven benefits, the Department of Human Resources' Payroll Division is having an open house for all county employees. Stop by the Payroll Division offices on Sept. 8, from 9 a.m. – 3 p.m. and meet your payroll staff. They can answer any questions you may have about direct deposit, personal property tax deductions, leave programs, overtime regulations, time and attendance, federal and state tax rules, wage assignments, worker's compensation and unemployment insurance. View a "sample" employee personnel file in Laserfiche or see the effect a change in deduction would have on your pay check. You also can make an

appointment to review your official personnel file.

DHR's Tech Lab will be open that day so employees can get a "sneak peek" of the online pay advice and/or Web Time (the Web-enabled version of Online Time). Employees can also learn how to change their address or tax information online, set up their normal work schedule in Online Time, and view their leave balances, job history, and other information.

The Payroll Division is located in Suite 258 of the Government Center; the Tech Lab is in Suite 170. If you can't attend but have questions, please contact the Payroll Division at 703-324-3412, TTY 703-222-7314. ■

- by Meigs Hodge, Payroll Division

National Payroll Week is Sept. 6 – 10.

Briefs

HIPAA (Health Insurance Portability Accountability Act)

With the recent introduction of the health information Privacy Rule, HIPAA has caused many supervisors to be more cautious when handling health information. Learn the facts about HIPAA applicability in the county, as well as your privacy and confidentiality obligations under the Americans with Disabilities Act when addressing disability accommodations, the Family Medical Leave Act when facilitating extended medical leave, the OSHA Act when reporting employee injury and the county's Standards of Conduct when handling sensitive employee relations issues. The training schedule for HIPAA 201 is as follows:

- ♦ Sept. 15, 9 - 11:30 a.m. in the Board Auditorium of the Government Center;
- ♦ Sept. 16, 1 - 3:30 p.m. in the Board Auditorium of the Government Center;
- ♦ Sept. 22, 9:30 - 11:30 a.m. at the North County Center, 1850 Cameron Glen Drive, Reston; and
- ♦ Sept. 23, 9 - 11:30 a.m. at the South County Center, 221 B/C, 8350 Richmond Highway, Alexandria.

Contact your department training coordinator to sign up. If you have any questions or need reasonable ADA accommodations, contact **Sharon Arndt** at 703-324-3360, TTY 703-968-0217.

Volunteer at Fall for Fairfax

The 12th annual Fall for Fairfax, held on Saturday, Oct. 2, on the Ellipse at the Government Center, is a free-admission event of seasonal family activities – scare-crow-making, pumpkin-painting, hayrides and more. Volunteers are needed to help ensure safety in children's activities, provide infor-

mation to attendees and set-up and take-down before and after the festival. Volunteer shifts are 3 - 4 hours and volunteers must be 14 or older. For a list of volunteer opportunities or for more information, visit www.FallForFairfax.com or contact **Sean Forman** at sean@celebratefairfax.com or 703-324-5392, TTY 711.

Senior services fact sheet available in eight languages

Thanks to a county employee group called the Diversity Outreach Committee, a fact sheet providing a listing of Fairfax County senior services and information about speakers for community meetings is now available in eight languages. "A Message to Community Groups: Fairfax County and Community Organizations Working Together to Serve Older Adults," is now available to seven language communities (Spanish, Korean, Vietnamese, Arabic, Farsi, Urdu and Chinese). For more information about this committee or this publication, contact **Dorothy Keenan** at 703-324-5528, TTY 703-222-9693.

Revisions to overtime laws

Recently, the Department of Human Resources has received a number of questions concerning the revisions to the Fair Labor Standards Act (FLSA), which became effective Aug. 2. These revisions impacted very few county employees or management and those departments affected have already been notified. To read an overview of these recent revisions, visit the DHR Infoweb page at <http://infoweb/HR> and scroll down to "Hot Topics." Questions concerning the FLSA may be directed to the Employee Relations Division,

DHR at 703-324-3495, TTY 703-222-7314.

Recycle your old computer

Bring your old computer to the Fairfax County Computer Recycling Event on Saturday, Sept. 11, from 10 a.m. to 4 p.m. in the CompUSA parking lot at the Fair Lakes Promenade Shopping Plaza (right behind the Government Center). For more information, contact **Meredith Eisenberg** at 703-324-5313, TTY 711.

Plants and bulbs for sale

Green Spring Gardens Park will be holding a Market Sale of fresh plants from local greenhouses on Sept. 11 and 18, from 9 a.m. to 1 p.m. The park has invited a select group of local growers to provide shrubs, native plants and wildflowers, ornamental grasses, unusual perennials, and plants for shade as well. Tools, unique containers and garden ornaments will also be on sale. Master gardeners will also be on hand to provide expertise and assist those with gardening problems.

Also, fall bulbs are on sale from now until Oct. 8. Log on to their Website at www.greenspring.org, where you can view colored pictures of the bulbs.

For more information call 703-642-5173, TTY 711. Green Spring Gardens Park is located at 4603 Green Spring Road in Alexandria. Take beltway exit 52B east 3.2 miles to left at Braddock Road to the entrance on the right on Witch Hazel Road.

Barbara Varon Volunteer Award

Nominations for the Barbara Varon Volunteer Award must be received by the Office of Equity Programs by Sept. 15. The award recognizes a county person whose volunteer efforts have a positive effect on the county. Contact

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SECURITY & SAFETY *Matters*

Women, are you S.A.F.E.?

The most often used strategy to avoid rape and physical assault appears to be a combination of yelling and using physical resistance. When confronted with a would-be rapist, would you know what to do or would you be victimized by fear? Could you effectively defend yourself if attacked? Consider these statistics: acts of violence occur ever 15 seconds in the U.S. and 90 percent of self defense is preventing an attack.

The Fairfax County Police Department offers a free women's self defense program called Sexual Assault Free and Empowered (S.A.F.E.). The S.A.F.E. program replaces the Rape Aggression and Defense (R.A.D.) program previously taught by the police. According to 2nd LT **Frank Cresswell** from the

Youth Services Division, the S.A.F.E. program is a more effective and easier way for students to learn self-defense since it employs natural moves and common sense. Taught by police officers and civilian volunteers, it is offered to all Fairfax County residents as young as 12 (accompanied by a guardian) all the way to senior citizens. The oldest recent participant was 72 years old.

The program combines classroom instruction in risk awareness, risk reduction and crime prevention strategies. This is followed by hands-on training in physical defense tactics that are easy to learn. The instructors always take into consideration each student's age and physical condition for those who may be

concerned about the physical requirements of the program. The training is realistic and conducted in a controlled environment.

Classes are now offered once a month over a two-week period, Tuesday and Thursday evenings at the Fairfax County Criminal Justice Academy in Chantilly. Classes are free of charge but involve a commitment to attend four three-hour sessions. So, take charge and empower yourself. Do not become a victim of physical assault. For more information, visit the county Web page, www.fairfaxcounty.gov/ps/police/safe_selfdefense.htm, or call 703-246-7806, TTY 711 for more details or to sign up for the course. ■

more Briefs

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the Office of Equity Programs at 703-324-2207, TTY 703-222-5494 for more information or application forms.

Meals on Wheels needs help

The county's Meals on Wheels program is facing a critical shortage of volunteers throughout the county. The program needs volunteer drivers to deliver meals in the Chantilly, Tysons, McLean, Reston, Herndon, Alexandria and Fairfax areas. Both regular and substitute drivers are urgently needed.

Please call the Fairfax County Area Agency on Aging at 703-324-5411, TTY 703-449-1186 to learn more about this important program.

It only takes five to six hours a month – valuable time you can spend helping others.

Two September ceremonies

The Candlelight Vigil at the 9/11 Memorial Grove Garden will be held on Saturday, Sept. 11, beginning at 7 p.m. The grove is located behind the Government Center at 12000 Government Center Parkway. The public is invited.


The Alternate Emergency Operations Center will open on Monday, Sept. 13. There is an open house that day from noon til 2 p.m. The AEOC is located on the ground floor of the Government Center. Stop by and tour the new facility.

Millennium Forum reminder

Don't forget that Sept. 8 is the beginning lecture of the 2004-2005 Millennium Forum series. Former Montgomery County Police Chief Charles Moose will talk about leadership under fire based upon his

book, "Three Weeks in October: The Manhunt for the Serial Sniper." The presentation will be in the Board Auditorium, from 10:30 a.m. until noon. ■

You can get emergency information on the county hotline. Just dial 703-817-7771, TTY 711.



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